

FD-302 (Rev. 10-6-95)

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FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/12/2001

[redacted] Flight Services, American Airlines (AA), AA Flight Academy, Systems Operations Center, 4601 Hwy 360, Fort Worth, Texas 76155, after being apprized of the identity of the interviewing agent, provided the following information:

On 09/11/2001, [redacted] conducted a flight service system conference call. During the call MICHAEL WOODWARD, AA Flight Services Manager, Boston, told her that he received a telephone call from AA flight 11. The caller was flight attendant AMY SWEENEY. According to WOODWARD, SWEENEY's call came from either a cell telephone or an air phone on the aircraft.

The call from SWEENEY was initially received by EVY NUNEZ, manager on duty at AA Boston. NUNEZ became very distraught early in the conversation; WOODWARD took over the call from NUNEZ.

SWEENEY told WOODWARD that the flight had been hijacked and the number one flight attendant had been stabbed. The number one flight attendant was in the first class section of the aircraft. The number five flight attendant had also been stabbed in the business class section of the aircraft. According to SWEENEY, the number five attendant's injury was not life threatening. SWEENEY also relayed that one hijacker cut the throat of a passenger in business class. That passenger was believed to have died as a result of his wound.

SWEENEY believed there were three hijackers in the business class section of the aircraft. All three hijackers were of Middle Eastern decent. At least one of the hijackers spoke English very well. The hijackers occupied seats number 9B, 9E, 9G, and 10C.

SWEENEY described the atmosphere in the aircraft as calm while the hijacking was carried out. At one point, the hijackers gained access to the cockpit of the aircraft. SWEENEY further relayed to WOODWARD that after the hijackers entered the cockpit, the plane changed direction and began to descend rapidly. During the descent phase, SWEENEY attempted to contact the cockpit; she did not get a response.

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/2001 at FORT WORTH, TEXAS

265D-NY-280350

File # 265D-HQ-1348101, 265D-WF-222811

Date dictated 09/12/2001

by SSA [redacted]

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FD-302a (Rev. 10-6-95)

265D-HQ-1348101, 265-WF-222811, 265D-NY-280350

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Continuation of FD-302 of [REDACTED], On 09/11/2001, Page 2

WOODWARD asked SWEENEY if she could tell where they were. SWEENEY responded "I see water; I see buildings. Oh my God; Oh my God." No further communication was received from SWEENEY; the telephone call ended.

MICHAEL WOODWARD can be contacted at telephone number [REDACTED] Logan Airport, [REDACTED] may have additional details regarding communication between SWEENEY and WOODWARD. She can be contacted at telephone number [REDACTED]

[REDACTED] is further described as follows:

Sex: [REDACTED]
Race: [REDACTED]
Telephone number: [REDACTED]

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09/12/2001

MICHAEL WOODWARD, Flight Service Manager, American Airlines (AA), was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts. After being advised of the personal and official identities of the interviewing Agent and the identity of [REDACTED] Massachusetts State Police (MSP), WOODWARD provided the following information:

WOODWARD stated he is a flight service manager for American Airlines in Boston, Massachusetts. His job duties are to manage the flight crews on American Airlines flights.

On September 11, 2001, WOODWARD came to work at Logan Airport at 6:45 AM. WOODWARD was one of three managers on duty in the AA office. Sometime after 8:00 AM, [REDACTED] told him that two flight attendants had been stabbed and were administered oxygen. [REDACTED] the plane was at Gate 32 and he went with [REDACTED] to see if the plane was still there. They went to the gate, realized the flight had left and came back downstairs. Upon returning to the flight service office, WOODWARD learned that the call between [REDACTED] and the flight attendant had been disconnected.

Shortly thereafter, the AA flight attendant AMY SWEENEY called on the airphone from Flight 11 and stated the flight had been hijacked. SWEENEY told WOODWARD the #1 attendant (KAREN MARTIN) and the #5 attendant (BOBBY ARUSTIGUE) has been stabbed. SWEENEY also stated that a business class passenger was stabbed and a doctor and nurse were caring for him. SWEENEY stated that three (3) hijackers gained access to the cockpit and the flight crew could not gain access or communicate with the pilots or the cockpit.

The hijackers were sitting in seats 10B, 9C, and 9G or 9D and 9G. SWEENEY described the hijackers as three Middle Eastern males. One of the males spoke good English and another spoke poor English.

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DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

09/11/01 Boston, MA

265A-NY-280350-302

09/11/01

SA [REDACTED]

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MICHAEL WOODWARD

09/11/01

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As the conversation continued, SWEENEY told WOODWARD the gentleman in business class is not going to make it because his

throat is slashed and he is bleeding severely. She said that she did not think the captain was flying the plane. SWEENEY described how they were flying low over the water, then said "OH my God" and the call was terminated.

Before the plane crashed, SWEENEY stated that AA flight attendant, BETTY ONG, was in the last row of the coach section talking to someone on the air phone.

WOODWARD took notes while he was talking to SWEENEY which he signed and dated and gave to the interviewing Agent.

The following identifying information was obtained from WOODWARD:

NAME:
DATE OF BIRTH:
SSAN:
ADDRESS:

MICHAEL WOODWARD

MASSPORT ID#:
AA ID#:

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